

Title (en)
AUTOMATED QUEUING SYSTEM

Title (de)
AUTOMATISIERTES WARTESCHLANGENSYSYSTEM

Title (fr)
SYSTÈME AUTOMATIQUE DE MISE EN FILE D'ATTENTE

Publication
EP 3491502 A1 20190605 (EN)

Application
EP 17835424 A 20170731

Priority
• US 201662368304 P 20160729
• US 201662420102 P 20161110
• US 2017044721 W 20170731

Abstract (en)
[origin: US2018033015A1] An automated queue is provided including processing circuitry configured to receive an image including a face of a customer, receive an indication of a selected service, enter the customer in virtual queue based on the indication of the selected service, and in response to the customer reaching the front of the virtual queue, causing a transmission of the selected service and at least a portion of the image including the face of the customer to an agent user interface.

IPC 8 full level
G06F 3/048 (2013.01); **G06Q 10/06** (2012.01); **H04N 7/15** (2006.01)

CPC (source: EP US)
G06F 16/5838 (2018.12 - EP US); **G06F 16/5862** (2018.12 - US); **G06F 16/5866** (2018.12 - EP US); **G06Q 30/01** (2013.01 - EP US); **G06V 10/17** (2022.01 - EP US); **G06V 20/52** (2022.01 - EP US); **G06V 40/161** (2022.01 - EP US); **G06V 40/172** (2022.01 - EP US); **G06F 3/017** (2013.01 - US); **G06F 3/0482** (2013.01 - US)

Designated contracting state (EPC)
AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)
BA ME

DOCDB simple family (publication)
US 11328304 B2 20220510; **US 2018033015 A1 20180201**; BR 112019001757 A2 20190507; CA 3032417 A1 20180201; EP 3491502 A1 20190605; EP 3491502 A4 20200212; MX 2019001240 A 20190923; WO 2018023124 A1 20180201

DOCDB simple family (application)
US 201715664804 A 20170731; BR 112019001757 A 20170731; CA 3032417 A 20170731; EP 17835424 A 20170731; MX 2019001240 A 20170731; US 2017044721 W 20170731